

EMPLOYEE ASSISTANCE PROGRAM

1861

(No.30 December 2015)

PURPOSE

The Employee Assistance Program (EAP) is a State contracted assessment, short-term counseling, and referral service designed to provide employees and their family with assistance in managing everyday concerns. EAP includes a broad range of services by highly trained psychologists, social workers, marriage and family counselors, financial counselors, attorneys, etc.

EAP is also an important tool for supervisors and managers with assistance in addressing and resolving employee issues, maintaining productivity, and contributing to a positive workplace. An employee does not have to be experiencing a work-related issue in order to seek assistance through the EAP.

Employee Support Services (ESS) is the designated coordinator within CAL FIRE to provide training on what EAP offers, as well as assistance to employees or their family member(s) with any challenges in obtaining program services.

Detailed information on all the services this program offers can be found on the CAL HR website at: <http://www.calhr.ca.gov/employees/Pages/eap.aspx>.

The statewide contractor for EAP maintains the EAP members' website, which can be accessed using the following link: <http://www.eap.calhr.ca.gov>. This website features a wide range of tools and information to help employees and their families take charge of their lives and emotional well-being. Use company code "soc" to log on to the EAP website. Employees and their family members are not required to have a user name and password to preview this website but will need to register to utilize the services provided. Family members can establish individual use accounts through the EAP.

OBTAINING SERVICES

1861.1

(No.30 December 2015)

Employees and family members may contact EAP directly. Supervisor or Department approval is not required, nor do family members need permission from the primary benefit holder. EAP may be reached 24/7, at the statewide toll free number, (866) 327-4762, or on the Internet at <http://www.eap.calhr.ca.gov>. The hearing impaired can access EAP's service by calling: TTD 1 (800) 327-0801.

Any EAP services rendered or obtained are confidential. To verify employment use authorization, the caller will need to provide the following information:

- Name of Agency
- Bargaining Unit number for the employee
- A general description of the problem to be addressed

Referral options will include location, gender, specialty, as well as other options. If you are seeking counseling assistance, the EAP provider will give you the name, telephone number, and address of several potential counselors as well as an authorization number for the use of services. It is the responsibility of the caller to arrange for the initial counseling session and subsequent sessions.

Any concerns regarding accessing EAP services or the quality of services received should be directed to ESS at (916) 445-4337 or by email at: employeesupportservices@fire.ca.gov.

[\(see Next Section\)](#)

[\(see Table of Contents\)](#)

[\(see Forms and Form Samples\)](#)